

Terms and Conditions

Last Updated: **[Date]**

These Terms and Conditions govern the use of the website and services provided by our dental laboratory. By accessing our website and using our services, you agree to comply with the following terms. If you do not agree with any of these terms, please refrain from using our services.

1. Turnaround Time

1.1 Our laboratory commits to completing the work within 10 working days from the receipt of the complete material for the dental case, unless otherwise agreed between the parties.

2. Free Remakes

2.1 Remakes are free of charge only if agreed by both parties and in the case of an error attributable to our laboratory. Any modifications or remakes not agreed upon or due to errors not attributable to us may incur additional charges.

3. Sharing of Photos and Pictures

3.1 Photos and pictures must be provided for all dental cases submitted to our laboratory. Clear and well-lit photographs of the cases must be provided to ensure the best possible result.

4. Uploading Cases on the Portal

4.1 Cases must be uploaded to our online portal. The only exceptions are for single crowns or work up to 5 units, which can be sent via other agreed methods.

5. Invoice Payments

5.1 Invoices must be paid on time according to the terms established in the signed contract. Late payments may incur interest charges and suspension of access to our services until the balance is settled.

6. Data Protection

6.1 We handle your personal data with the utmost confidentiality and in accordance with our Privacy Policy. We will use your data exclusively for the purposes outlined in our contract and for the provision of the requested services.

7. Shade Photos

7.1 To ensure accurate shade matching, shade photos must be provided with every case. If a color mismatch occurs due to missing photos, a modification charge may apply.

8. Implant Work Details

8.1 For implant work, implant codes and details must be provided, including the relative codes of the implant used. Failure to provide this information may affect the quality and accuracy of the work.

9. Warranty and Liability

9.1 Our laboratory guarantees the quality and craftsmanship of our dental restorations. However, we are **not responsible for**:

- Errors due to inaccurate impressions, scans, or prescriptions provided by the client.
- Improper handling or misuse of the products after delivery.
- Natural oral changes in the patient after delivery.

9.2 We offer a **limited warranty of [Specify timeframe]** against material defects or manufacturing errors.

10. Order Cancellation and Modifications

10.1 Orders can be **modified or canceled only within 24 hours** of submission.

10.2 Cancellations after this timeframe may **incur a processing fee**, depending on the stage of production.

11. Force Majeure

11.1 We are not liable for delays or failures due to events beyond our control, including but not limited to:

- Natural disasters, pandemics, or extreme weather conditions.
- Supply chain disruptions.
- Strikes, labor shortages, or government-imposed restrictions.

12. Amendments to the Terms and Conditions

12.1 We reserve the right to update these **Terms and Conditions** at any time. Changes will be posted on our website or notified via email.

13. Governing Law and Jurisdiction

13.1 These Terms and Conditions are governed by the laws of **[Country/Region]**.

13.2 Any disputes arising from these terms shall be resolved in the courts of **[Jurisdiction]**.